



#7 DT 21-04  
Page 7 Address

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of:

Michael W. Brown et al.

Serial No.: 10/015,383

Filed: 12/12/2001

Title: Promoting Use of Experts To

Callers Waiting in a Hold Queue

Before the Examiner:

Group Art Unit: 2643

Intellectual Property Law Department

International Business Machines Corporation

11400 Burnet Road

Austin, Tx 78758

January 22, 2004

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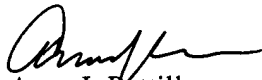
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Thank you,

  
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Total Number of Pages in This Submission

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Application Number

10/015,383

Filing Date

12/12/2001

First Named Inventor

Michael W. Brown

Art Unit

2643

Examiner Name

NGUYEN, QUYNH H

Attorney Docket Number

AUS920010830US1

**ENCLOSURES (Check all that apply)**

- ☐ Fee Transmittal Form
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